

Report To: Performance Scrutiny Committee

Date of Meeting: 28 September 2017

Lead Member / Officer: Service Manager, Communities and Business

Report Author: Statutory and Corporate Complaints Officer

Title: Your Voice report – Q1 2017/18

1. What is the report about?

The report provides an overview of compliments, suggestions and complaints received by Denbighshire County Council under the council's customer feedback policy 'Your Voice' during Q1 2017/18. The report also includes Social Services complaints received under the statutory complaints procedure.

2. What is the reason for making this report?

To enable the Committee to fulfil its scrutiny role in relation to the council's performance in dealing with customer feedback.

To provide the Committee with information regarding specific examples where council services have been learning from complaints.

3. What are the Recommendations?

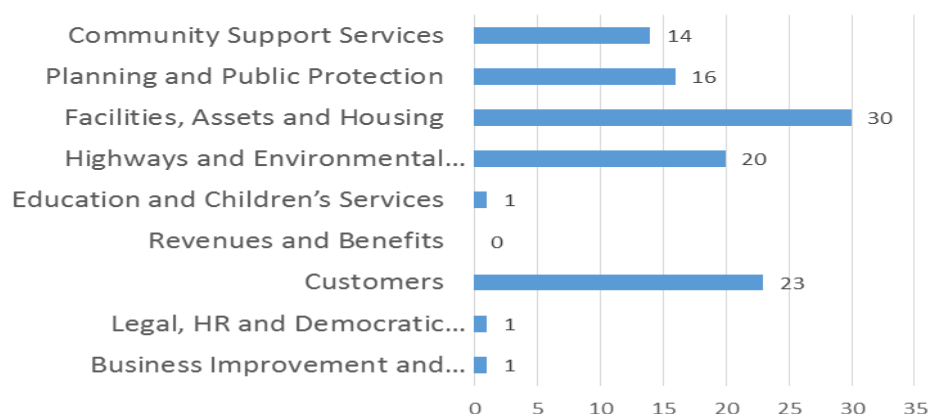
That the Committee considers the content of this report and, if appropriate, identify any areas that require further scrutiny.

4. Report details

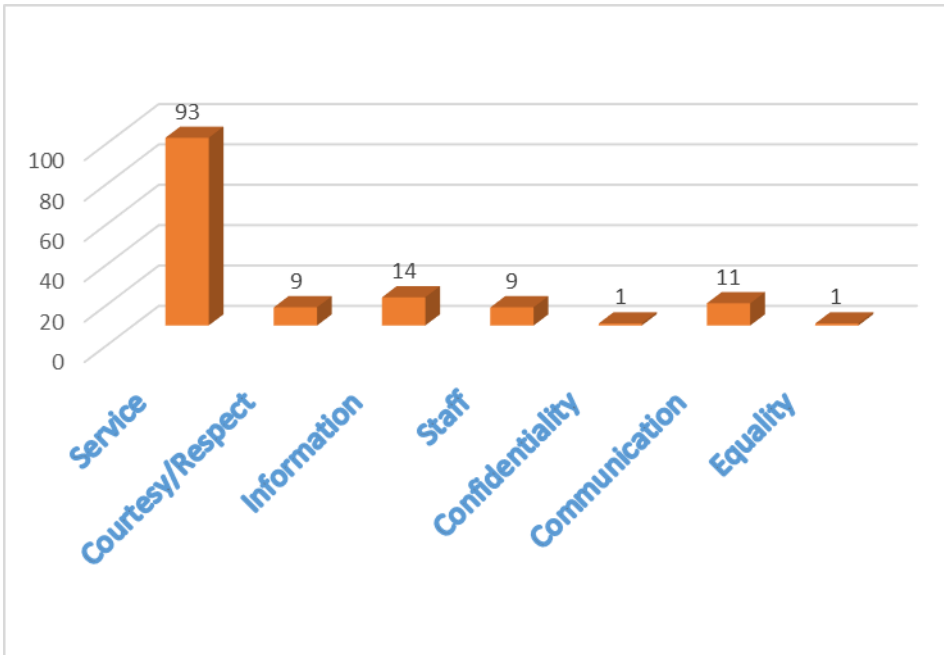
4.1 Headlines for Q1 (please see appendix 1 for further detail):

- The council received 100 complaints during Q1 (4% [4] fewer than the previous quarter).
- The council received 106 compliments during Q1 (27% [38] less than the previous quarter).

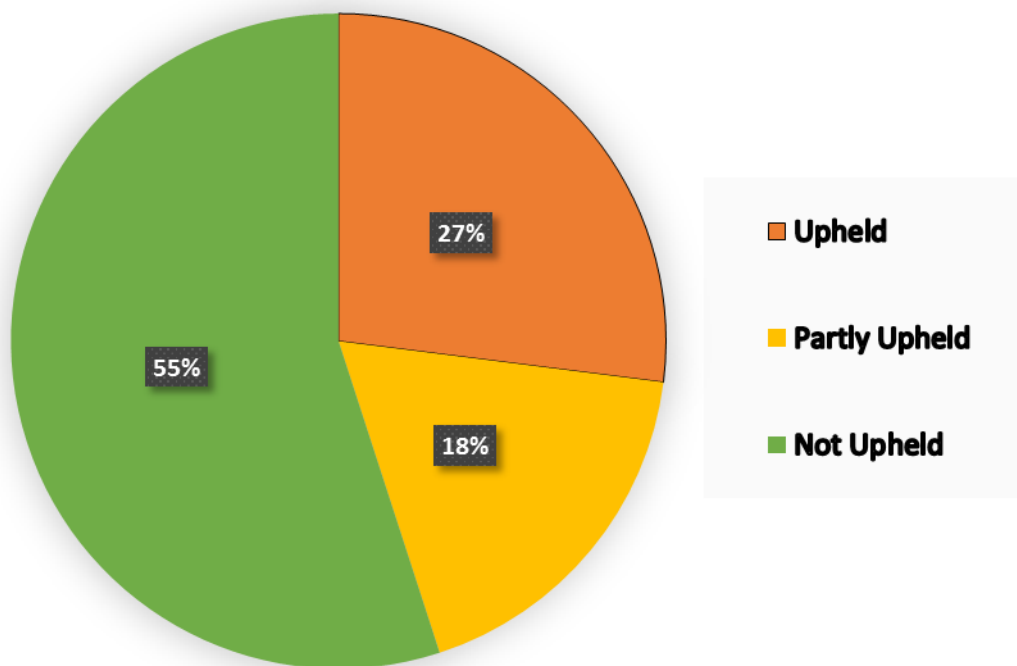
4.2 Compliments



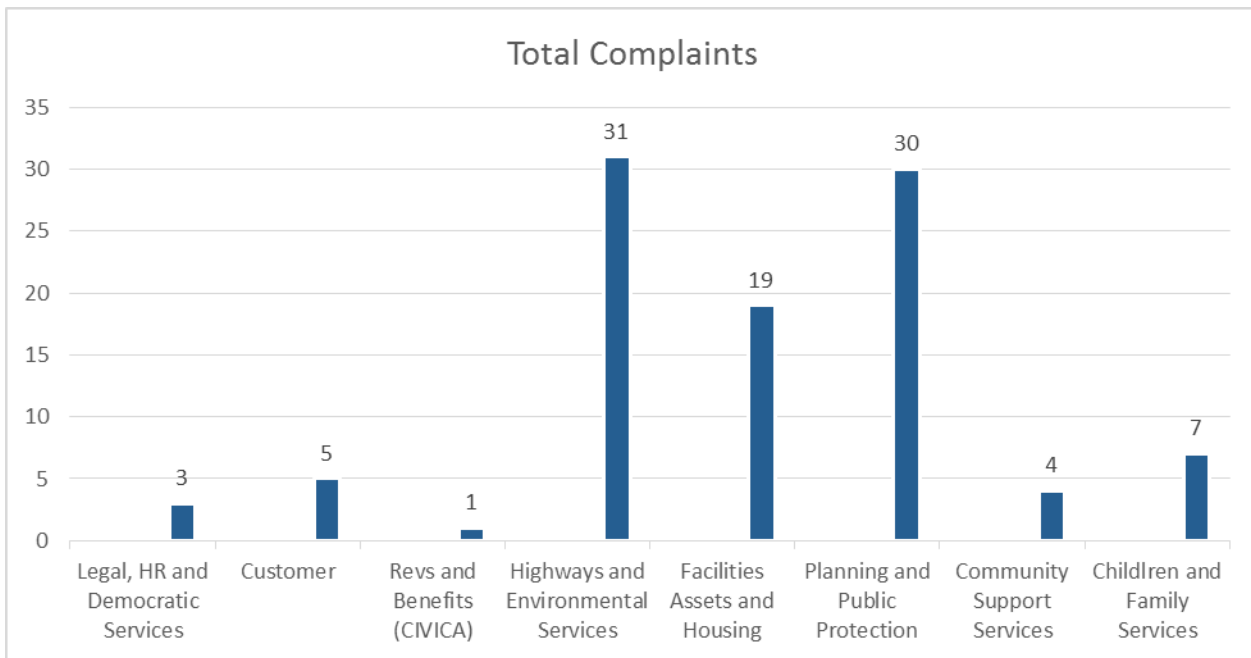
4.3 Complaints and corporate values.



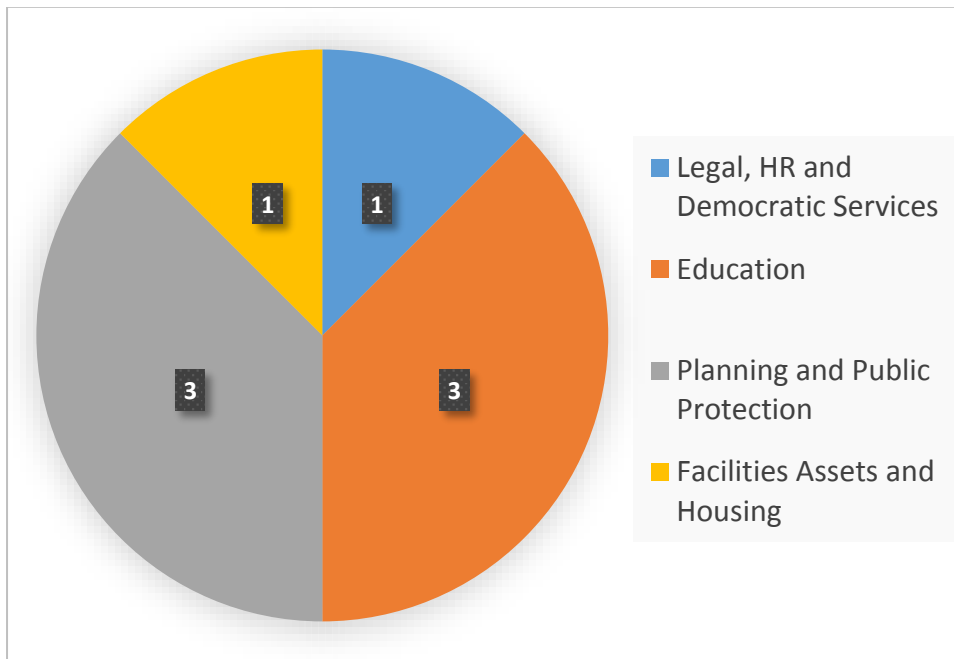
4.4 Stage 1 Complaints Outcomes



4.4 Complaints Per Service



4.6 Stage 2 Complaints



4.7 Complaints Regarding Commissioned Services

1 stage 1 complaint was received regarding services provided by Civica (compared to 3 in Q4 2016/17).

17 stage 1 complaints were received regarding services provided by Kingdom Security (compared to 19 in Q4 2016/17). This accounts for 56% of complaints received for Planning and Public Protection during Q1.

5. How does the decision contribute to the Corporate Priorities?

The Your Voice scheme directly contributes to the corporate priority of: Modernising the Council.

6. What will it cost and how will it affect other services?

All costs relating to customer feedback are absorbed within existing budgets.

7. What are the main conclusions of the Well-being Impact Assessment?

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore a Well-being Impact Assessment is not required for this report.

8. What consultations have been carried out with Scrutiny and others?

Monthly reporting to the Senior Leadership Team.

9. Chief Finance Officer Statement

There are no obvious financial implications arising from the report.

10. What risks are there and is there anything we can do to reduce them?

By not dealing with complaints effectively, the reputation of the Council may suffer.

11. Power to make the Decision

Sections 7.3 and 7.4.2(b) of the Council's Constitution outlines the Committee's remit and powers with respect of Services' performance.

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